ADDENDUM #3

(Changes to RFP-2018-BDS-CONSU are in ***bold, underlined and italicized*** text in order to enable vendors to quickly recognize changes in paragraphs and/or wording)

On March 9, 2018 the Department of Health and Human Services (DHHS), Bureau of Developmental Services (BDS), published a Request for Proposals (RFP) to procure consulting services to develop a comprehensive list of business requirements, technical requirements and conceptual design for a Request for Proposals (RFP) soliciting modernized information technology systems for the Bureau of Developmental Services (BDS) and their network of regional service providers (Area Agencies or AA and independent providers).

The Department is publishing this addendum to:

1. **Delete and replace Section 1 Introduction, Subsection 1.1 Purpose and Overview, with:**

1.1. Purpose and Overview

   1.1.1.   The Department of Health and Human Services (DHHS), Bureau of Developmental Services (BDS) is seeking to procure consulting services to develop a comprehensive list of business requirements, technical requirements and ***recommended approach*** for a Request for Proposals (RFP) soliciting modernized information technology systems for the Bureau of Developmental Services (BDS) and their network of regional service providers (Area Agencies or AA and independent providers).

   1.1.2.   DHHS intends to contract with a single vendor that can provide consulting services with the requisite skills and experience as well as depth of knowledge required to complete these tasks. The vendor selected to perform this work will not be permitted to submit a proposal for the follow-on system implementation Request for Proposal.

   1.1.3.   The selected vendor will analyze the current business and technical systems, conduct interviews and research all necessary information, including available technology in the marketplace. The vendor will utilize the data and information gathered to succinctly define the DHHS BDS functional and non-functional requirements needed to ***develop an RFP. Any documentation*** shall be delivered in a format specified by DHHS and shall be available in an electronic format (Microsoft Office).

1.1.4. Supporting the goals of interoperability, enterprise alignment, and more effective client services, the Department would also like to evaluate the opportunities to leverage this technology investment across multiple programs: the Bureau of Elderly and Adult Services and the Division for Children, Youth and Families (DCYF), Bureau of Field Services. In addition, the contractor shall develop requirements for the core case management functions of the elderly/adult long-term care environment. Other ancillary business functions of these DHHS programs are not within the scope of this RFP.

2. **Delete and replace Section 1, Introduction, Subsection 1.3, Contract Period, with:**

1.3. Contract Period

1.1.5. The Contract resulting from this RFP will be effective upon Governor & Executive Council approval through ***July 31, 2019.***

1.3.1. The Department may extend contracted services for up to two (2) additional years, contingent upon satisfactory vendor performance, continued funding and Governor and Executive Council approval.

3. **Delete and replace Section 3, Statement of Work, Subsection 3.4, Previous Project Research, Paragraph 3.4.1, with:**

3.4.1 Preparation for this ***Requirements Development*** Phase of the project, the New Hampshire developmental services community has collaborated on a number of pre-assessment activities that will provide a foundation for the Contractor's work under the resulting contract. DHHS assumes that this baseline information will serve to shorten the time required to complete the specified deliverables and to minimize the cost.

4. **Delete and replace Section 3, Statement of Work, Subsection 3.5, Scope of Services, Paragraph 3.5.1, Project Goals, Sub-Paragraph 3.5.1.1, with:**

3.5.1.1 The goal of the requirements analysis project is to transform the needs and high-level requirements specified in earlier phases into unambiguous (specific, measurable and testable), traceable, complete, consistent, and stakeholder-approved ***requirements that can be used*** as a foundation for a Request for Proposals to procure the desired technology and services.

5. **Delete and replace Section 3, Statement of Work, Subsection 3.5,Scope of Services, Paragraph 3.5.2 Project Objectives, with:**

3.5.2. Project Objectives

    3.5.2.1.   The key objectives of this requirements ***analysis project*** include:

        3.5.2.1.1.   Definition of business and technical requirements for BDS.

        3.5.2.1.2.   Definition of business and technical requirements for the core case management functions of BEAS.

        3.5.2.1.3.   Development of implementation ***deliverables and acceptance criteria.***

        3.5.2.1.4.   Market analysis informing DHHS of potential solutions.

        3.5.2.1.5.   An analysis of opportunities and the feasibility of leveraging this technology investment across multiple programs: the Bureau of Elderly and Adult Services and the Division for Children.

6. **Delete and replace Section 3, Statement of Work, Subsection 3.5, Scope of Services, Paragraph 3.5.3, Sub-Paragraph 3.5.3.1, with:**

    3.5.3.1.   **Business Functions - *Requirements shall be developed*** for the BDS business functions, including but not limited to:

        3.5.3.1.1. **Case Management** – Eligibility information, demographics, service agreement, health status indicators and other medical information, quality indicators, budget, service authorizations, service agreements, progress notes, satisfaction, and service information. As mentioned above, case management requirements shall be defined for the child welfare/juvenile justice environment and the elderly/adult long-term care environment as well as the developmental services environment.

        Analysis of the future case management environment and requirements is the only portion of the scope applicable to DCYF and BEAS.

3.5.3.1.2. **Interface to/from New HEIGHTS Eligibility System** – The New HEIGHTS eligibility and enrollment system qualifies individuals for Medicaid funding through the collection of demographic and financial data. This phase takes place at the New Hampshire DHHS District Offices (DO). Ideally, BDS and AA staff will have visibility into the status of an individual's eligibility request throughout the process. In addition, a data interface from New HEIGHTS into the system will populate appropriate data fields eliminating the need for dual entry.

3.5.3.1.3. **Waitlist Registry** – The Waitlist maintains demographic and programmatic information for those who require services, but funding for these services are not currently available. Data collected includes information about an individual's living situation, need for services, current services receiving, anticipated dollars needed, and anticipated start date.

3.5.3.1.4. **Budget Approval of Individual Service Plan** – Individual service plans are developed for individuals receiving developmental services. Tracking of authorizations and expenditures against the budgets is vital to ensuring available funding is maximized.

3.5.3.1.5. **Preauthorization of Medicaid Services** – Before services are provided to an individual, they must receive prior authorization from Medicaid. Individuals' service plans will be transmitted to the NH MMIS systems for use in governing claims payment.

3.5.3.1.6. **Medicaid Billing** - The system must be able to capture all billing at the individual level, agency, and service level. Individual service authorizations will be sent via a daily data interface to the MMIS. The MMIS will use the service authorizations when processing claims for service payments. Claims are not allowed to exceed what has been authorized in the service authorization and electronic visit verification. As claims are adjudicated and paid, data will be sent to the vendor's system so that service authorizations are updated with payment amounts.

3.5.3.1.7. **Interface to/from the MMIS** – The system must interface daily with the MMIS to exchange service authorizations, claims and provider information.

3.5.3.1.8. **Complaints Database** - BDS maintains a database of all complaints received, the outcome, and follow-up required.

3.5.3.1.9. **Sentinel Events Database** – Area Agencies are required to report unanticipated deaths and other serious incidents.

3.5.3.1.10. **Incident Reporting** - System must support incident reporting for all incidents, including but not limited to, medication errors, abuse, neglect, hospital visits and it also supports the submission of the serious reportable incidents to DD.

3.5.3.1.11. **Electronic Visit Verification** - will provide, implement, and support an electronic visit verification system, which verifies that home and community-based services were delivered according to established policies and procedures. The system must utilize multiple technologies to track the time, location, and task performance of direct service and/or in-home workers during service delivery for the purpose of safeguarding against fraud and improving service delivery and program oversight. The system shall interface with the State's Prior Authorization system(s) and Medicaid Management Information System (MMIS) to authorize payment of claims based on verified service delivery and compliance with the policies and procedures associated with the service.

3.5.3.1.12. **Health Facility Certifications** – The system should be able to manage the certification of health care facilities, programs and services and agencies participating in the Medicare and/or Medicaid programs.

7. **Delete and replace Section 3, Statement of Work, Subsection 3.5, Scope of Services, Paragraph 3.5.3, Functional Scope, Sub-Paragraph 3.5.3.3, with:**

3.5.3.3.   Business Analysis ***Approach Requirements and*** Deliverables

3.5.3.3.1.   Using an industry standard methodology, the Vendor's staff will interact with stakeholders to elicit, analyze, communicate and validate requirements. The BA will help to understand business problems and opportunities and recommend solutions that enable the Bureau to achieve its goals and objectives.   The BA will be responsible for utilizing the most appropriate means of gathering business requirements and assimilating those into system requirements.   Within their proposal, vendors shall provide a detailed description of their proposed methodology for performing these tasks.

3.5.3.3.2.   The business analysis activities for the DHHS Bureau of Developmental Services IT Modernization Project will provide accurate and thorough documentation for placement into a request for proposal (RFP) with the goal of providing requirements that will facilitate better solution articulation in the responses to the RFP ***and provide*** enough clarification for vendors to accurately bid costs to ***develop the requirements.***

3.5.3.3.3.   During requirements elicitation, the Vendor should note all assumptions and constraints that will affect implementation and operation of the system. Requirements should also be prioritized based on relative importance.

3.5.3.3.4.   In addition to functional requirements, the Vendor shall identify non-functional requirements such as operational and known technical requirements. Non-functional requirements describe characteristics or specific parameters of the system and include audit, availability, capacity, performance, and security requirements. Other non-functional requirements include compliance with regulations and standards such as data retention and industry security standards.

3.5.3.3.5.   The Vendor should describe the system as the functions to be performed and not specific hardware, programs, files, and data streams. The Vendor may perform these activities concurrently and iteratively to refine the set of requirements. The requirements' level of detail should be sufficient to develop information for deliverables as

well as procurement documents. All requirements must be consistent with the State of New Hampshire information technology security policies and standards.

3.5.3.3.6. The requirements developed shall be as unambiguous (measurable and testable), traceable, complete, and consistent as possible and must be approved by stakeholders. DHHS must balance the need to comprehensively and clearly define requirements and expectations while simultaneously ensuring that they do not limit procurement competition and unnecessarily disqualify solutions that may meet the business need. As such, requirements must be defined to a sufficient level of detail for prospective vendors to understand current business processes, mandatory requirements, and optional requirements. Vendors shall use the information gathered from market research to further refine requirements to be as unambiguous and comprehensive as possible.

8. **Delete and replace Section 3, Statement of Work, Subsection 3.6 Project Deliverables & Acceptance Criteria Document, with:**

3.6. Project Deliverables & Acceptance Criteria Document

3.6.1. The selected vendor will submit a proposed list of project deliverables for the implementation of new technology with written acceptance criteria to be incorporated in the future system RFP. The deliverables will reflect multiple options for the implementation of an integrated or custom built system. The acceptance criteria shall describe specific and defined conditions that must be met before a project deliverable can be considered complete and can be accepted by the Department. Define the attributes that will indicate whether the quality factors are being satisfied.

3.6.2. *RESERVED*

9. **Delete and replace Q11 through Q14, with:**

Q11. **RESERVED**

Q12. **RESERVED**

Q13. **RESERVED**

Q14. **RESERVED**

10. **Delete and replace Section 3, Statement of Work, Subsection 3.9 Risks and Assumptions, Paragraph 3.9.1, to read:**

3.9.1   The schedule for transition of developmental services to a managed care model is uncertain. The ***requirements must account*** for the potential that MCOs may use the system to process client claims, or the system needs to integrate with their own systems. Therefore, staff of the existing MCOs are included amongst the project stakeholders.

11. **Delete and replace Section 3, Statement of Work, Subsection 3.10, Project Duration, Paragraph 3.11.1, to read:**

3.10.1   Time is of the essence with respect to the completion of the deliverables of this project. The resulting requirements ***must be complete in the Fall of 2018 so that a Request for Proposals can be developed to procure the new technology.***

12.   **Delete and replace Section 4, Project Deliverables, with:**

4.   Project Deliverables

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type
	Project Management	
1.	Conduct project kick-off meeting	Non-Software
2.	Finalized work plan	Written
3.	***Weekly*** stakeholder outreach/ interview progress report	Written
4.	Weekly project status reports	Written
	Research	
5.	Interview key executive management to gain a strategic view of the agency's mission and program goals. for the feasibility study.	Written
6.	Interview key technology specialists to understand the DHHS system environment ad standards.	Written
7.	Interview key program business stakeholders to assess current and future business needs	Written
8.	Create a process map for current and future workflows.	Written
9.	Conduct detailed market analysis, including research of industry standards and possible solutions	Written
10	Interview key technical stakeholders to assess State IT requirements	Written
11	Interview appropriate stakeholders to assess State security requirements	Written
12	Conduct research to determine budget estimates for the implementation of the new BDS system.	Written
	Presentation	
13	Provide business and technical stakeholders with proposed findings for validation prior to preliminary findings presentation	Written

Ref. #	Activity, Deliverable, or Milestone	Deliverable Type
14	Presentation of preliminary findings	Written Non-Software
15	State acceptance of preliminary findings	Written
16	Delivery of final report	Written
17	Develop budget estimates for the implementation of the proposed solutions.	Written
18	Final reports submitted and accepted by DHHS	Written
	Final Reports	
19	**Feasibility Analysis Report –** The Feasibility Analysis Report shall consider opportunities to leverage the technology investment across three DHHS program area. The report shall _**include**_ sections on scope, criteria, evaluation, benefits and risks, conclusions, and recommendations.	Written
20	**System Requirements Document** – formal statement of a system's business and technical requirements, including, but not limited to: functional process requirements, data requirements, reporting and data access, system interface requirements, non-functional or operational requirements. _**This report will be developed for ONE (1) recommended solution as selected by the State.**_	Written
21	**Project Deliverables and Acceptance Criteria** _**– A document listing the specific, measurable deliverables for implementing the system with associated acceptance criteria including a formal statement of needs, rules, tests, requirements, and standards that must be used in reviewing each deliverable for acceptance by the Department. This report will be developed for one recommended solution as selected by the State.**_	Written
22	_**RESERVED**_	Written
23	**Market Research Report –** a document featuring the results of market research on potential solutions available in the commercial and public sector market places and an estimated budget, _**considering all of the potential solutions in Section 3. STATEMENT OF WORK Section 3.2, Potential Solutions.**_	Written
24	**Solution Recommendations -** Using the research conducted, provide "build/buy/enhance" analysis including assumptions and constraints. _**Include consideration of ALL the potential solutions in Section 3. STATEMENT OF WORK Subsection 3.2, Potential Solutions.**_	Written
25	**Identify Risks –** Provide a list and description of potential risks, _**considering ALL of the potential solutions in Section 3. STATEMENT OF WORK Subsection 3.2, Potential Solutions.**_	Written

13. **Delete and Replace Section 8. Proposal Process, Subsection 8.2 Procurement Table with:**

8.2 Procurement Timetable

Procurement Timetable *(All times are according to Eastern Time. DHHS reserves the right to modify these dates at its sole discretion.)*		
Item	Action	Date
1.	Release RFP	March 9, 2018
2.	Letter of Intent Submission Deadline (Optional but strongly encouraged)	March 21, 2018 by 12:00 Noon
4.	RFP Questions Submission Deadline	March 23, 2018 By 4:00 PM
5.	DHHS Response to Questions Published	**April 27, 2018**
6.	Technical and Cost Bids Submission Deadline	**May 31, 2018 By 2:00 PM**
7.	Tentative Oral Presentations and Interviews	Week of June 11, 2018

14. **Delete and replace Section 7, PROPOSAL EVALUATION, Subsection 7.1 Technical Proposal, with:**

7.1. Technical Proposal

1. Project Approach (***Q1 – Q8, Q17 – Q25***)   200 Points
2. Staff Experience and Skills (Q16, Q27 – Q29)   200 Points
3. Work Plan and Samples (Q9 - ***Q10***, Q26)   150 Points
4. Company Qualifications (Q30 & Financial Assess.)   100 Points

Total Technical Proposal Points Available   650 Points

15. **Delete and replace Appendix C, Deliverables Scheduling and Pricing, with the following:**

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Proposed Schedule	Price
	Project Management			
1	Conduct project kick-off meeting	Non-Software		
2	Finalized work plan	Written		
3	*Weekly* stakeholder outreach/ interview progress report	Written		
4	Weekly project status reports	Written		
	Research			
5	Interview key executive management to gain a strategic view of the agency's mission and program goals.	Written		
6	Interview key technology specialists to understand the DHHS system environment and standards.	Written		
7	Interview key program business stakeholders to assess current and future business needs	Written		
8	Create a process map for current and future workflows.	Written		
9	Conduct detailed market analysis, including research of industry standards and possible solutions	Written		
10	Interview key technical stakeholders to assess State IT requirements	Written		
11	Interview appropriate stakeholders to assess State security requirements	Written		
12	Conduct research to determine budget estimates for the implementation of the new BDS system.	Written		
	Presentation			
13	Provide business and technical stakeholders with proposed findings for validation prior to preliminary findings presentation	Written		
14	Presentation of preliminary findings	Written Non-Software		
15	State acceptance of preliminary findings	Written		

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Proposed Schedule	Price
16	Delivery of final report	Written		
17	Develop budget estimates for the implementation of the proposed solutions.	Written		
18	Final reports submitted and accepted by DHHS	Written		
	Final Reports			
19	**Feasibility Analysis Report –** The Feasibility Analysis Report shall consider opportunities to leverage the technology investment across three DHHS program areas. The report shall include sections on scope, criteria, evaluation, benefits and risks, conclusions and recommendations.	Written		
20	**System Requirements Document** – formal statement of a system's business and technical requirements, including, but not limited to: functional process requirements, data requirements, reporting and data access, system interface requirements, non-functional or operational requirements. ***This report will be developed for ONE (1) recommended solution as selected by the State.***	Written		
21	**Project Deliverables and Acceptance Criteria -** ***A document listing the specific, measurable deliverables for implementing the system with associated acceptance criteria including a formal statement of needs, rules, tests, requirements, and standards that must be used in reviewing each deliverable for acceptance by the Department. This report will be developed for ONE (1) recommended solution as selected by the State.***	Written		
22	***RESERVED***	Written		

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Proposed Schedule	Price
23	**Market Research Report –** a document featuring the results of market research on potential solutions available in the commercial and public sector market places and an estimated budget, ***considering ALL of the potential solutions in RFP-218-BDS-11-CONSU, Section 3. STATEMENT OF WORK, Subsection 3.2, Potential Solutions***.	Written		
24	**Solution Recommendations -** Using the research conducted, provide "build/buy/enhance" analysis including assumptions and constraints. ***Include consideration of ALL of the potential solutions in RFP-218-BDS-11-CONSU, Section 3. STATEMENT OF WORK, Subsection 3.2, Potential Solutions***	Written		
25	**Identify Risks –** Provide a list and description of potential risks, ***considering ALL of the potential solutions in RFP-218-BDS-11-CONSU, Section 3. STATEMENT OF WORK, Subsection 3.2, Potential Solutions.***	Written		